

## Vaccancy Announcement

<b>Position</b>	<b>Accountability Officer</b>	<b>Starting date</b>	December 2023
<b>Location</b>	Paris 9th arr. (HQ), France	<b>Type of contract</b>	CDI (French open-end contract)
<b>Contract duration</b>	Open-End	<b>Security risk level</b>	Calm (1/4)

## About Acted

For the past 30 years, international NGO Acted has been going the last mile to save lives. Currently, Acted supports 20 million people across 43 countries to meet their needs in hard-to-reach areas - and pursues a triple mandate as a humanitarian, environmental and development aid actor. Acted relies on an in-depth knowledge of local territories and contexts to develop and implement relevant long-term actions, with a wide range of local and international partners, building together a "3ZERO" world: Zero Exclusion, Zero Carbon, Zero Poverty.

## Position's context and key challenges

Acted's head office was set up in Paris in 2000 in order to coordinate the organisation's activities on a global scale. Today, the head office employs 110 people in the HR, Finance, Programmes, Audit, Security, Logistics & Systems and Communications departments. These departments support the 42 Country Directorates. The head office also acts as a focal point for Acted's management, namely the Chief Executive Officer, the Director of Development and the fifteen members of the Board of Directors.

## Key roles and responsibilities

The HQ Accountability Officer acts as a focal point in terms of reception, consolidation and referrals of complaints received from Acted's Feedback Mechanism (AFM). He/She is also in charge of supporting the missions in implementing sound and robust AFM through developing protocols and training materials, and providing regular technical guidance.

### 1. Support and follow up on Acted missions' implementation of independent and robust AFM:

- Support Acted missions to analyse the functionality and effectiveness of their AFM, through designing tools and surveys such as a SWOT analysis
- Based on an analysis of AFM functionality and effectiveness, support the global development and dissemination of lessons learned and best practices on effective and context-sensitive AFM implementation, to capitalise on solutions to common challenges and improve capitalisation between Accountability teams in different Acted missions
- Provide "zoom-in" support to missions in need of additional assistance to improve their AFM functionality, either remotely or through REACT missions
- Provide technical guidance and advice to missions developing innovative or "niche" AFM approaches where relevant to their country programmes e.g. Child-friendly AFM; AFM use in Civil Society programming etc.

### 2. COMPFU consolidation and review:

- Ensure all COMPFUs are consolidated by the different countries on the platform on a monthly basis
- Conduct a monthly random check of COMPFUs with the aim of ensuring that the complaints are properly classified as per the right sensitivity level, verifying that the level of information is sufficient to classify the complaints and ensure that lower-level complaints were not misclassified
- Support the missions in their management of the COMPFU and contribute to supervise COMPFU data quality through providing feedback to missions when necessary
- Produce a detailed 'hot issue' analysis every month checking Level 5 complaints in all COMPFUs with the objective to ensure that the level of information reflected in the COMPFU is consistent with what has been reported to the Investigation Unit

- e. Ensure that all Level 5 complaints are internally registered in the COMPFU and properly referred through Transparency mechanism and participate to monthly meetings with HQ Transparency Unit in order to follow up on L5 complaint referrals
  - f. In collaboration with the Investigation Unit, contribute to developing protocols and SOPs to ensure a streamlined and optimized sensitive complaints management, and SOPs on sensitive complaint referral, investigation pathways and management at HQ level
  - g. Produce general statistics from consolidated COMPFUs
  - h. Ensure that statistics on complaints are regularly shared with relevant HQ departments (i.e. Programme, FLATS) and country teams through factsheets
  - i. Contribute to the production of bi-annual and annual reports based on data compiled in COMPFUs (e.g. Code of Conduct Adherence Report)
  - j. Ensure that COMPFUs and related records especially for sensitive complaints are secured and remain confidential (i.e. sexual exploitation and abuse, child abuse, and breach of Acted's code of conduct)
- 3. Training and capacity-building of field Accountability staff:**
- a. Contribute to developing training materials on complaint classification, use of COMPFUs and Technical Guidance Note on AFM for use by field teams
  - b. Brief any newly recruited accountability focal point on Acted's AFM processes and COMPFU use and functionalities
  - c. Where required, provide assistance to field teams on questions related to COMPFU use and functionalities, including COMPFU errors and cleaning
  - d. In collaboration with the Investigation Unit, contribute to developing training on sensitive complaints management specifically dedicated to staff susceptible to receive level 5 complaints (i.e. interview guidelines to ensure the right level of information is collected, guidelines on immediate notification to management, on general reporting lines, on protection and confidentiality, etc.)
- 4. Contribute to the promotion of Accountability mainstreaming through Acted programming**
- a. In close collaboration with the HQ Programme Quality department and HQ MEAL Manager, contribute to the development of standard accountability surveys to be rolled-out in all Acted missions;
  - b. Analyse trends in AFM data relevant to Acted programmatic approaches. In close collaboration with the HQ Programme Quality department, work with Acted country teams (notably through MEAL Managers and DCD-Programmes) to ensure that the AFM functions as a programmatic tool, feeding community feedback back into future programme design and corrective action;
  - c. In specific cases as identified by the HQ Programme Quality department, provide "zoom-in" support to country MEAL teams to better understand community structures/networks linked to risks such as elite capture and aid diversion, and how Acted can ensure Accountability to affected populations within these settings
- 5. Support and other tasks:**
- a. Contribute to reports and presentations upon request of the line manager
  - b. Translation of documents, reports, memos upon request of the line manager;
  - c. Any other tasks as requested by the line manager.

### Required qualifications and technical competencies

- University Degree in Political Sciences, Public Administration, International Affairs, Economics or a related field (anthropology, sociology, statistics);
- Experience in quantitative and qualitative data management, and data visualisation tools for large and complex datasets
- At least 1-2 years **field experience**, in either MEAL or other Accountability related roles in a humanitarian and/or development setting
- Good organizational and communication skills with international and national staff and rural communities;
- Flexibility and adaptability are essential, as well as the ability to plan, take initiative and work independently and under pressure;



- Excellent communication and drafting skills in English;
- Familiarity with basic office software programs

### Conditions

- Salary between 2200€ and 2400€ monthly (before income tax), depending on the level of education & expertise.
- Food vouchers (“tickets restaurant”) when in HQ,
- 50% coverage of Paris transportation costs (Navigo Pass)

### How to Apply

Please send your application (cover letter + resume) to [jobs@acted.org](mailto:jobs@acted.org) under **Ref: CRMO/HQ**